

*Department of Child Support Services*

# **DCSS Production Control Board PLAN**



Version 3.0

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Prepared by DCSS Technology Services Division, Production Operations Unit  
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This document is controlled by the DCSS Production Operations Unit in the DCSS Technology Services Division. Please address any questions or comments regarding the DCSS Production Control Board (DCSS PCB) Plan via e-mail to the Production Operations Unit at

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**Revision History**

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1.0	06/17/11	Updated to reflect enhancements to the current process.	No
2.0	1/9/12	Updated to reflect enhancements from PCB Revamp, and to delete references to the CCSAS project, which is completed. Changed to DCSS.	No
3.0	4/30/13	Updated to delete references to the CSE Release "Go Forward" approval process and to reflect current PCB process.	No

**Approvals**

	<u>6/24/13</u>		<u>6/25/2013</u>
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## **1. INTRODUCTION**

### **1.1 Description**

The California Department of Child Support Services (DCSS) Production Control Board (PCB) Plan specifies formal production management policies and procedures for the DCSS production environments. It ensures production activities are scheduled, cross system impacts are identified, changes are communicated, and the changes are approved, when applicable, for distribution to the Production environment.

### **1.2 Purpose**

The purpose of the plan is to communicate the DCSS PCB process. The DCSS PCB provides governance over production release and change schedules including the coordination of software, hardware, network and environment infrastructure changes within the production environments, and identifying and resolving potential scheduling conflicts.

### **1.3 Objectives**

The PCB Plan objective is to define and document the DCSS Production Control Board operational processes and responsibilities. The following is an outline of the PCB Plan:

- DCSS PCB Governance
- DCSS PCB Responsibilities
- DCSS PCB Policy
- DCSS PCB Processes
- DCSS PCB Reporting Criteria
- Related Processes

### **1.4 Scope**

The scope of the DCSS PCB encompasses the following systems, activities and changes:

- Child Support Enforcement (CSE) Application
- State Disbursement Unit (SDU) Applications

- DCSS Business Applications
- Statewide Audit Tool (SAT)
- Web and SharePoint Services Applications
- Central Scan
- Enterprise Customer Service Solution (ECSS) Applications
- Special Projects and activities
- CSE Production Operation Change (POC) Management
- LAN/WAN Management
- Infrastructure Changes
  - Network Management
  - Wintel Server Support Management
  - Systems Storage Management
  - Configuration Management
  - IT Help Desk/IT Asset Management
  - Data Architecture
  - Technical Architecture

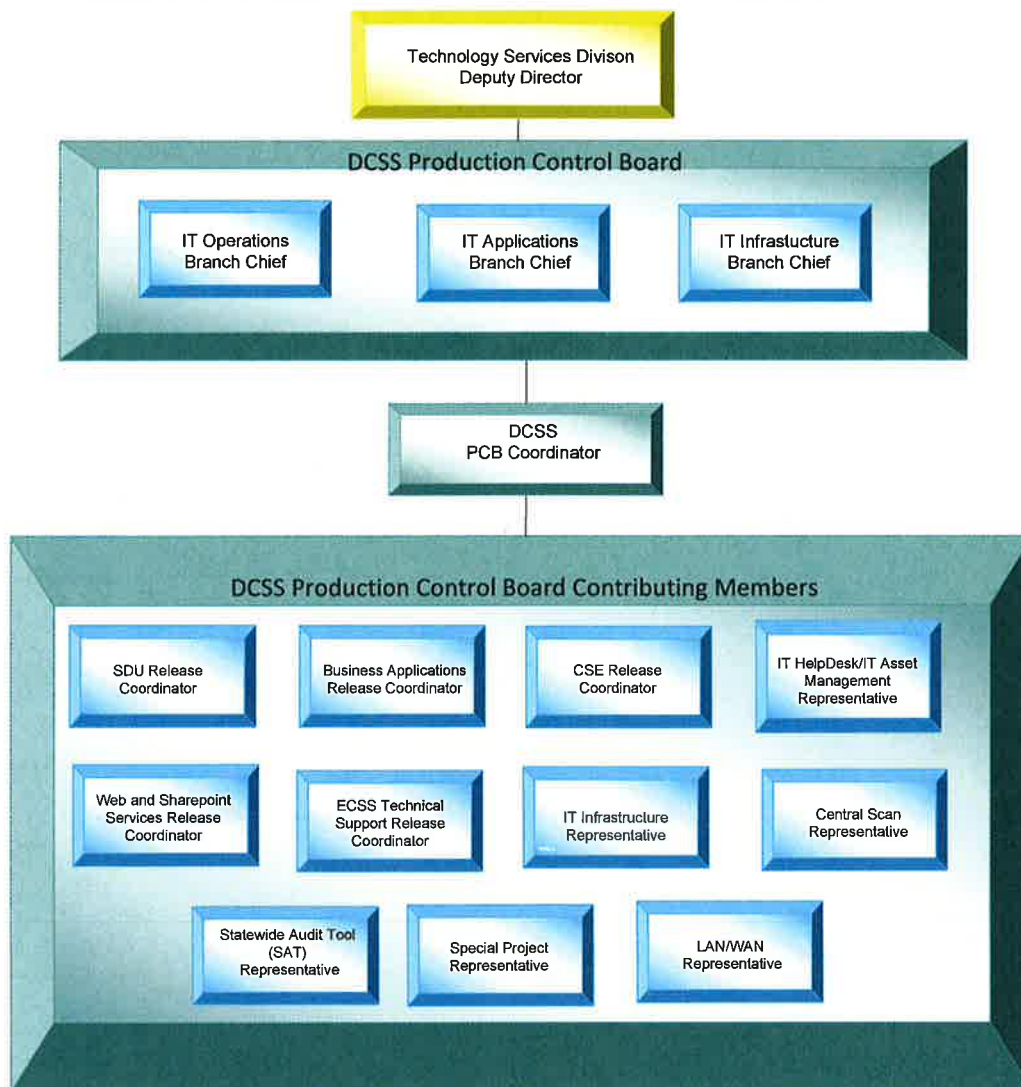
### **1.5 Approval and Maintenance of the DCSS PCB Plan**

The DCSS PCB Plan is reviewed and approved by the Deputy Director of the Technology Services Division and the Branch Chiefs of the Information Technology (IT) Operations, IT Infrastructure and IT Applications. The DCSS PCB Plan is a living document and subject to change. This plan is under document versioning control.

## 2. DCSS PCB GOVERNANCE

The DCSS PCB governance was formed to ensure a coordinated effort to successfully implement changes into the DCSS production environments. The DCSS PCB has formed the following organizational structure as outlined below in Figure 2-1 DCSS Production Control Board Organization Chart. DCSS Production Operations has ownership of the DCSS PCB processes.

**Figure 2-1 – DCSS Production Control Board Organization Chart**



Each system has existing plans and procedures in place that define the Configuration Management, Change Management, and Release Management disciplines for their particular system.

The DCSS PCB weekly meeting, which is managed by the DCSS PCB Coordinator, is used to coordinate, facilitate and communicate all system activities and related production environment releases and changes.

Additionally, the DCSS PCB weekly meeting encompasses and executes activities identified below:

- Manages the schedule of production environment releases and changes
- Identifies cross system impacts
- Communicates all scheduled DCSS system changes, especially those with a cross-system impact
- Ensures cross system impacts are understood and agreed to by all parties
- Provides schedule approval for all Production releases and changes
- Makes Go / No Go release recommendations to Executive Management when necessary

The DCSS PCB Coordinator is the central contact who works with the systems' Release Coordinators and other contributing members in scheduling production activities and facilitating communication. The PCB Coordinator updates the PCB Calendar on the California Child Support Central (CA CS Central) website following the weekly meeting. The PCB Coordinator also ensures all activities, releases and changes are ready to be implemented without adversely impacting operations.

The responsibilities of the DCSS PCB are outlined below in Section 2.1. The primary exchange of information between the team members occurs at the DCSS PCB weekly meetings, through e-mail exchanges and the PCB Calendar. The DCSS PCB Membership is represented in Figure 2-2 – DCSS PCB Executive Board and Designees, Figure 2-3 – DCSS PCB Approving Members, and in Figure 2-4 – DCSS PCB Contributing Members.

## **2.1 DCSS PCB Responsibility**

The DCSS PCB governs all production environment releases and changes. The responsibility of the DCSS PCB is to:

- Approve the schedule of production environment releases and changes
- Identify and resolve cross system impacts
- Resolve any scheduling conflicts between systems

If DCSS PCB participants cannot agree on a resolution to a conflict, the issue is escalated to the PCB Board. If Board members cannot agree on a resolution to a conflict, the issue is escalated to the Technology Services Division Deputy Director.

## 2.2 DCSS PCB Membership

The DCSS PCB consists of the PCB Executive Board, Approving Members and Contributing Members. The *Executive Board* is engaged to resolve conflicts or to handle sensitive issues. *Approving Members* are representatives from the DCSS IT Operations Branch, Production Operations Unit. The Production Operations Unit has broad overall responsibility and final approval authority for production environment activities, releases and changes. *Contributing Members* have specific responsibility for various aspects of the production environments and act in an advisory capacity.

**Figure 2-2 – DCSS PCB Executive Board and Designees**

TSD Branch	Executive	Designee
IT Operations Branch	IT Operations Branch Chief	Production Operation and Web Services Manager
IT Applications Branch	IT Applications Branch Chief	Applications Requirements and Testing Manager
IT Infrastructure Branch	IT Infrastructure Branch Chief	System Software Services Manager

**Figure 2-3 – DCSS PCB Approving Members**

Group	Role	Member
DCSS	Executive	DCSS IT Operations Branch Chief
DCSS	Section Manager	Production Operations and Web Services Section Manager
DCSS	Unit Manager	Batch and Production Services Manager
DCSS	DCSS PCB Coordinator	Production Operations Unit Analyst
DCSS	DCSS PCB Coordinator Backup	Production Operations Unit Analyst



**Figure 2-4 – DCSS PCB Contributing Members**

Group	Role	Responsibility
Each System: <ul style="list-style-type: none"> <li>• CSE</li> <li>• SDU</li> <li>• ECSS</li> <li>• Business Applications</li> <li>• Statewide Audit Tool</li> <li>• Central Scan</li> <li>• Web and Sharepoint Services</li> </ul>	System Release Coordinators	Represents any production hardware and software that are part of a release.
Special Projects	Special Project Representative	Reviews special project impacts and associated changes to special project status.
IT Infrastructure	IT Infrastructure Representative (Configuration Management, LAN/WAN Management, Wintel Server Support, Systems/Storage Management, Network Management, Data Architecture, Technical Architecture)	Represents updates to any network hardware and software, IT Tool, server, or server storage changes that are part of a production change. And any production system configuration, database, architecture, and environment changes that are part of a release.
CSE Production Operation Changes (POC)	IT Infrastructure Representative	Reviews POCs that were applied since the last PCB meeting, and those that are scheduled to be applied.
IT Help Desk / IT Asset Management	IT Help Desk / IT Asset Management Representative	Represents any IT Tool updates that are part of a production change.

Other contributing members from DCSS, application development, and infrastructure teams may participate as necessary.

### 3. DCSS PCB POLICY

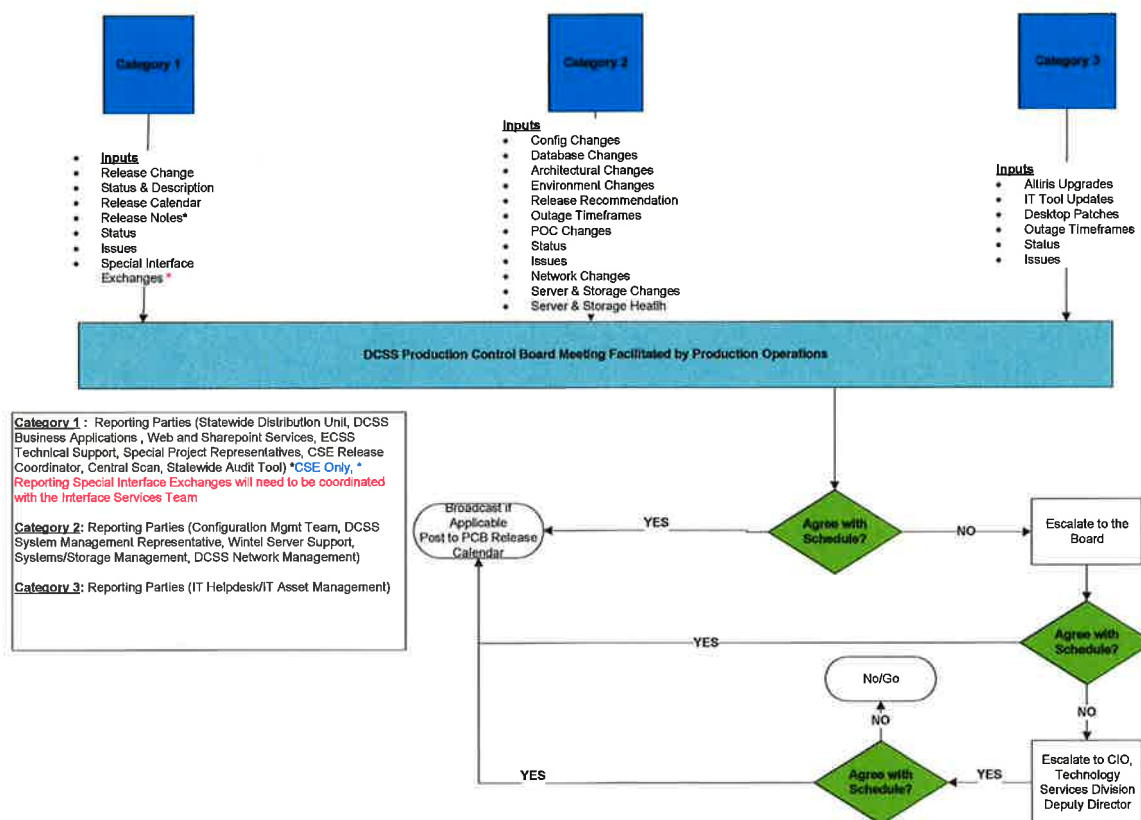
The policies that govern DCSS PCB activities are as follows:

- Participation: All members of the DCSS PCB will meet weekly to discuss future activities, releases, changes, schedules, outage timeframes, and identify cross system impacts. All members shall thoroughly review the weekly PCB meeting materials **prior** to the meeting in order to identify cross system impacts, schedule concerns, etc.
- Notification: The PCB contributing members will notify the DCSS PCB Coordinator prior to **all** planned production system application releases, maintenance releases, emergency releases, infrastructure changes, and Production Operation Changes (POC).
  - Contributing members shall submit their 30-day schedule or report to the DCSS PCB Coordinator by 4:00 pm the day **before** the weekly PCB meeting. The DCSS PCB Coordinator will work with each PCB contributing member to schedule and implement planned production activities.
    - The time of day and duration of planned production activity must be stated on the release calendar or production activity report submitted, *even if there is no outage due to the activity*, unless other arrangements have been made with the PCB coordinator
  - Upon successful completion, all production releases and activities must be reported to Production Operations, or reported at the next daily production meeting or PCB meeting.
  - Production Operations will be notified of any problems encountered during production activities that result in aborting the change.
  - Emergency/unplanned activities must be reported to the DCSS PCB Coordinator **prior** to the activity. The DCSS PCB Coordinator will communicate the activity to the PCB members via email or special meeting, if needed.
- Implementation: All DCSS system releases will follow the approved change request process and the DCSS PCB management process. The change request process is defined in the CCSAS Change Request Management Plan.
- CSE Release Notes: The CSE Release Coordinator will prepare release notes according to their internal processes and submit these notes to the DCSS Production Operations Unit for inclusion in the broadcast communication of CSE planned releases.

## 4. DCSS PCB PROCESSES

DCSS PCB processes are in place to ensure minimal, if any, disruption to operations. This is accomplished through upfront communication and coordination at the weekly DCSS PCB meeting. Figure 4-1- DCSS PCB Flow describes the categories of contributors, the expected contributions and the schedule approval process.

Figure 4-1 – DCSS PCB Flow



### 4.1 PCB Release Calendar

The DCSS PCB Approving Members have approval authority over all planned production activities, releases and changes. A DCSS PCB calendar is maintained by the DCSS PCB Coordinator on the CA CS Central website. The DCSS PCB calendar is used to plan, coordinate and approve releases, activities and changes.

## **4.2 Emergency Release or Change Scheduling**

Emergency or unplanned production releases or changes must be reported to the DCSS PCB Coordinator **prior** to all activities, releases and changes. The contributing members will be responsible for submitting an updated release calendar or change report that details the planned activity(ies). The DCSS PCB Coordinator will notify PCB members about the emergency release or change through email or a specially-scheduled meeting.

The DCSS PCB Coordinator may approve emergency releases or changes without PCB member notification. This allows emergency release and change decisions at a lower level, to enable 24 x 7 x 365 emergency release and change capabilities.

## **4.3 Release or Change Rollback Decision Criteria**

When problems are encountered during production activities, staff will follow their own management structure for decision making. The DCSS PCB Coordinator will be notified of any issues and the status of the activity(ies).

## **5. DCSS PCB REPORTING CRITERIA**

### **5.1 Production Environment Reporting Criteria**

DCSS PCB contributing members are classified into three categories.

#### **5.1.1 Category 1**

Category 1 contributing members include:

- Statewide Disbursement Unit (SDU)
- DCSS Business Applications
- Web and SharePoint Services
- CSE Central Scan
- Statewide Audit Tool
- ECSS
- Special Project Representatives
- CSE Release Coordinator

Category 1 schedules or reports shall minimally include:

- System or Content Name (Project Name)
- Release #
- Defect #
- Headline High Level Description or Content Description
- Impacts
- Date and Timeframe of Deployment

#### **5.1.2 Category 2**

Category 2 contributing members include:

- IT Infrastructure (Configuration Management, LAN/WAN, Wintel Server Support, System/Storage Management, Network Management, Data Architecture, Technical Architecture)

Category 2 schedules or reports shall minimally include:

- Environment Maintenance Date
- Content Description
- Outage Timeframe
- Functional Impacts
- Special Requirements
- CSE POC Changes [POCs Applied Since Last PCB Meeting, POCs Scheduled to be Applied (Priority, Description, Deployment Date, Functional Area)]

### **5.1.3 Category 3**

Category 3 contributing members include:

- IT Help Desk / IT Asset Management

Category 3 schedules or reports shall minimally include:

- Date of Work / Implementation
- Work Description
- Special Requirements (e.g., staff relocation)
- Outage Timeframes
- Impacts

## **5.2 CSE Release Recommendation**

Prior to every planned CSE release deployment, the CSE Release Coordinator should provide the release recommendation at the weekly DCSS PCB meeting, or not less than 48 hours before the release deployment. For example, if the deployment is scheduled for Sunday at 6:00 a.m. then the release recommendation should be received by 6:00 a.m. Friday.

## **6. RELATED PROCESSES**

The related processes perform an integral role to support the release management process. The following outlines their contribution at a high level.

### **6.1 DCSS Change Request Management**

The DCSS Change Control Board (DCSS CCB) meets monthly. This board evaluates and prioritizes CRs for the various DCSS systems that result in a planned release.

The DCSS CCB process is described and documented in the DCSS Information Technology Governance Management Plan.

### **6.2 Problem Resolution Team (PRT)**

During the twice-weekly PRT meetings, the team will review all CSE defects to determine the severity and impacts to the business/customer. These defects are contained in planned CSE releases.